



Quality Report – 2020

BeConnected Support Service's VISION...

BeConnected Support Service's Vision is to provide the supports you need for the life you want. For individuals, families, and the agency to Be Connected in the community.

1. Characteristics of the people we support:

Knowing the characteristics of the people we support helps us to support people better!



BSS supported **178** individuals in 2020, from teenagers to seniors. This is down one from 2019. **43** people live full-time in one of BSS's **12** group homes. We support **5** people through Respite Services – all children or youth. We continue to see growth in our PSI services – we now support **22** individuals in various service areas. We support the most people in our Network of Home Living

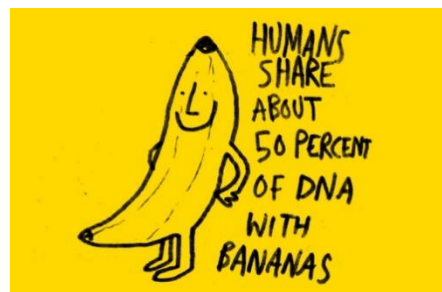
(NHL) program, which supported **76** individuals in 2020.

How do we identify these characteristics?

We update our demographics regularly on ShareVision! Updating the individuals ShareVision page regularly allows us to capture any important changes that may have occurred for an individual.

Some interesting facts:

- The individuals supported by BSS are pretty young. 60% of persons served are under 40 years old; and 38% are under the age of 30!
- BSS likes to work with people who sometimes need help with their behavior. About 22% of persons served have additional planning related to behaviour support. For this reason, we provide SIVA training for staff, and make it available to contractors. SIVA stands for Supporting Individuals through Valued Attachments.
- 50% of individuals supported have a mental health diagnosis such as an Anxiety Disorder, ADHD, OCD, and Depression.
- The number of persons supported with paid work stayed about the same in 2020. 24% of individuals self-identified as being employed this year. Although BSS does not currently provide Employment Services, real work for real pay and supporting individuals who want to work, with work, is a value of ours. However, the number of persons who are unemployed remains a concern to the agency.



- 62% of persons supported have white skin. The second largest racial group served remains individuals who are Aboriginal at 12%.

2. Planning with the people we support:

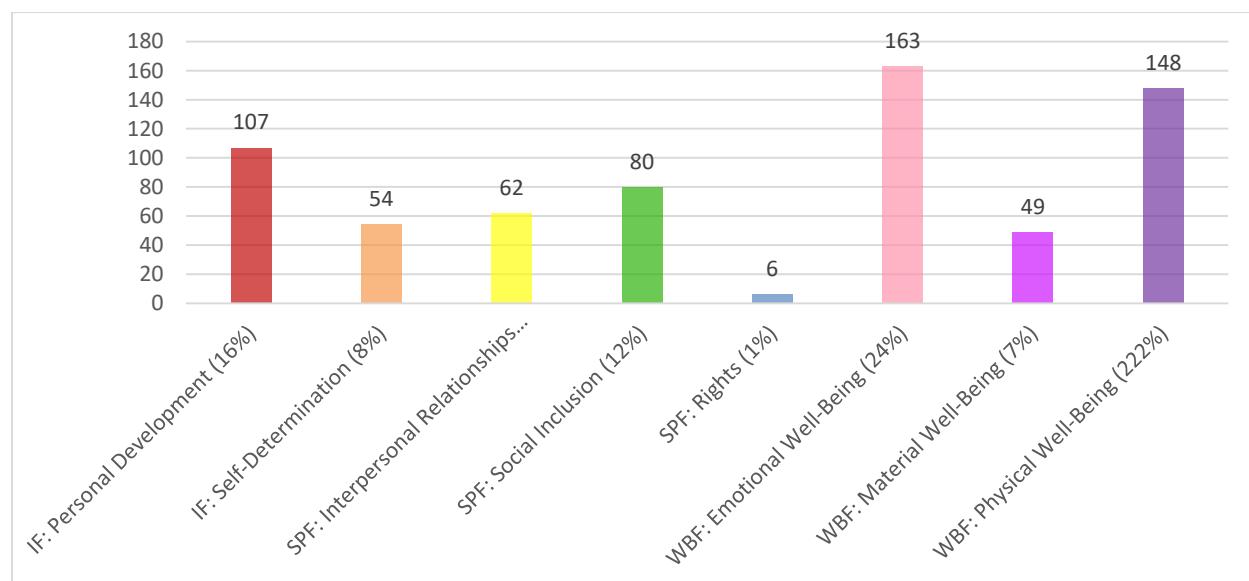


In 2020:

- **100%** of persons supported in **group homes** achieved 2 or more personal goals and 84% made progress towards all of their goals.
- **100%** of persons supported in **respite services** achieved 2 or more personal goals and 50% made progress towards all of their goals.
- **94%** of persons supported in the Network of Home Living (NHL, BSS's **home share** program), achieved at least one personal goal and 42% achieved 2 or more personal goals.

In 2020, 89% of persons served across all service categories achieved at least one goal, 59% achieved two or more goals, and 75% made progress towards their goals!

These are the quality of life areas, and how many people are working towards goals, in each area:



Goal Examples:

- *IF: Personal Development Goals* - Education/Art/Singing/Get a Mentor, etc..
- *IF: Self-Determination Goals* - Vacations/Move to NHL/Move with Partner/Attend Namaste/Sleeping in, etc..
- *SPF: Interpersonal Relationships Goals* - Partner/Friend/Social Contact/Entertainment/Team Sports, etc..
- *SPF: Social Inclusion Goals* - Day Services/Programs/Volunteering/Community Inclusion/Cultural Events, etc..
- *SPF: Rights Goals* - Passport/Obtain Custody of Child, etc..
- *WBF: Emotional Well-Being Goals* - Moods/To be Happy/Be more Positive, etc..
- *WBF: Material Well-Being Goals* - Jobs/Shopping/Banking, etc..
- *WBF: Physical Well-Being Goals* - Mobility/Access/Physical Health/Personal Care/Meds/Housekeeping/Hiking/Life Skills/Lose Weight/Massage/Horseback Riding, etc..

3. Being efficient for the people we support:

Simply stated, if we are able to support as many people as we have the space to support, we are being “efficient” with our “resources.” By keeping our group homes full, and increasing the number of individuals supported in our contracted services service areas, we are meeting our efficiency goals!

4. Access for people who want support:

BSS has a goal that its services be made available to those who need them. We have another goal that the characteristics of the persons supported be representative of the characteristics of the population as a whole. In 2020, we assess that we are meeting both of these goals.

5. Experience for everyone:

We asked all of the people served by BeConnected questions to *help us help you better*. We especially need this information so we can support you to make the changes in your lives that you want to make, and also to plan training opportunities for your staff that are specific to your needs. This year we received 128 completed surveys by persons served for an 76% response rate (down from 82% in 2019).



Across satisfaction indicators, **87%** of persons served in **group homes** and **respite services** are satisfied. **91%** of individuals receiving **SIL** services and **97%** of individuals in the Network of Home Living (**home share**), are satisfied.

Also, **91%** of **family members** who responded to our survey, indicated satisfaction with the services you are being provided from BeConnected. **100%** stated that they would recommend BeConnected Support Services as a service provider to others.

Overall the satisfaction ratings were high. Some areas which received a few negative responses were “knowing who to talk to when I have a concern” and “having the right to say ‘NO’”.

In residential homes please know that you can talk to your Home Coordinator with any concerns you have. In the Network of Home Living you can talk to your Home Share Provider or Home Share Coordinator – Jason, Christa, Jen, or Karla. You can talk to these individuals about *anything*. Additionally Kristen and Rhonda are available at Head Office if you need them. Head office telephone is 250-727-3891.

Please also know that **you have the right to say ‘no’**. All people have the right to make informed decisions and choices and you are in control of your life. Ask your Home Coordinator or Home Share Provider if you would like to review your rights.

Who else is Satisfied?:

Stakeholder Group	% Responded “Satisfied” or “Very Satisfied” to the survey questions
Staff of persons supported	84%
Teachers, day programs, social workers, doctors, other support people	98%

6. What else happened in 2020?

The COVID-19 Pandemic has had significant impact at BeConnected and its activities in 2020. We were forced to prioritize the health and safety planning related to the pandemic over most other activities. We look forward to getting back to our usual schedule of events by 2022!

1. BeConnected received an Award of Excellence from the Federation of Community Social Services of BC, in recognition of “continued and outstanding commitment to service to those in need in our sector.” This year the award was issued to Federation members who have done the work of setting up and continuing program delivery in the face of a global pandemic.
2. In a community effort organized by a team of 7 community partners, we commenced planning the 11th Annual *One Day* community event, in Victoria. Due to COVID-19, we were forced to cancel One Day 2020 and are looking forward to One Day 2021. The purpose of One Day is to celebrate the diversity in our community through the planning of a free, family-oriented celebration of everyone in our community. One Day provides live musical entertainment; low-cost BBQ lunch and refreshments; organized games and activities that anyone can participate in (fully accessible!); free children’s activities including mini golf, bouncies/ inflatables, and face painting; special guests and much more. We also provide a Marketplace where crafts people and artists, some of whom have diversabilities, can sell their wares. In 2019, approximately 2,000 community members attended One Day. Planning for One Day 2020 is currently underway!



3. We hosted events and activities virtually or by distance to replace our usual calendar of events and provide the opportunity to spend time together, apart including:

- Educational activity and colouring contest in celebration of Indigenous Peoples Day
- Tie-dye craft activity via zoom
- BeConnected's Summer BINGO Bonanza!
- Orange Shirt Day educational activity and group photo project
- Halloween costume and door decorating contest
- Santa and his elves delivered gifts by parade to group homes
- Holiday sing-a-long by video
- Pink Shirt Day group photo project



4. Towards the end of 2020, BeConnected took possession of a Community Living BC (CLBC)-funded home in Central Saanich and oversaw its purpose-renovation in order for 2 youth served to “age in place” at Hedgerow House once they turn 19. The home is set to be up and running in early 2021.
5. BSS continues to host the largest Self Advocacy group on the island, Self Advocates for a Brighter Future (SABF), with > 30 members. The group is led by the DPSQ, supported by BeConnected's Coordinator of Communications and Special Projects (CCSP) and one of BSS's Coordinator of Individualized Services (CIS); and about half of its members are individuals served by BeConnected. Membership is open to the community. SABF took a break from meeting due to COVID-19 in April and May but by June were up and running virtual meetings on its usual schedule.
- BSS also hosts a Cowichan Valley Chapter of SABF. Due to COVID-19 and SABF meeting virtually we were able to host meetings which brought both groups together.

- In 2012 SABF created a game – by self advocates for self advocates – that has been updated regularly and adapted for special occasions. In 2020 SANGO was adapted to be played by video and prize winners were sent their prizes in the mail!



6. Annually BSS'S CEO hosts >100 guests at BeConnected's Annual Employee and Care Provider Appreciation Gala at the beautiful waterfront Beach House Restaurant. Employees and contractors with 5, 10, 15, 20 and 25 years of service are awarded with gifts and kind words. 2020 would have been BeConnected's 13th Annual Gala, and although the event could not be held in person, personnel did receive their years of service awards and kind words of acknowledgment.
7. In acknowledgement of BeConnected's personnel "essential services worker" status, BSS leadership sent out notes and posted many messages and acknowledgements of thanks. Excluded personnel were provided with dinner and lunch cards. BSS leadership and administration worked hard to ensure home share providers received their pandemic funding promptly upon it being made available, and front-line staff received their pandemic pay as soon as it was possible. Other initiatives were undertaken in support of BeConnected's essential services workers, as an example, the purchasing of smart phone apps with fitness and wellness themes.

8. BSS hosted the ninth of its *Annual BeCommunity Art Show*. The show was displayed for the month of August at a local coffee shop, the Spiral Café. 100% of all proceeds from all art pieces sold went to the artist. Most pieces were made by persons served at BSS; but submissions were open to all of the BSS community, so there were also pieces submitted by employees and family members of employees. In lieu of a grand opening we created a video slideshow of the art pieces and shared it on social media.



9. Hundreds of hours were spent in 2020, researching, developing, revising, and training on, BeConnected's COVID-19 Exposure Control Plan, and updating BeConnected's Pandemic Response Plan, in response to changing circumstances and information about the global pandemic. We also:

- Sourced and purchased PPE enough to fill the small meeting room at Head Office
- Assembled BeConnected's Outbreak Response Team, trained its members, and created BORT kits
- Added a COVID-19 update page to BeConnected's website, regularly provided COVID-19 updates via social media and using



internal ShareVision software, and added a column on COVID-19 planning to the quarterly newsletter

- Many, many, meetings attended by many, many personnel
- Advocated for persons served related to financial supports and their right to participate in funded Community Inclusion programs, among other things
- Early in 2021 we have started to collect and disseminate information of relevance to persons served and personnel, related to the COVID-19 vaccine

10. Prior to COVID-19 BeConnected's Parkside House hosted a Community Inclusion service to four (4) individuals who reside outside of BSS's residential programs, in addition to two who reside within. In order to continue serving these individuals during the pandemic, with Parkside House closed to non-essential visitors, we purpose-readied and opened up an alternate program location which has developed into the Douglas Street Launchpad by the end of 2020



11. BeConnected had piloted the provision of Art Therapy services for individuals supported in BSS's Community Inclusion Services in 2019. Due to popular demand and benefits to artists, we continued the provision of Art Therapy services to individuals – by video – running all of spring, summer, fall and winter sessions in 2020.

12. BSS participated in the *Get Growing, Victoria* initiative sponsored by the City of Victoria which provided our homes with vegetable seedlings in order to supplement our food supplies with our own produce!



13. Each year BSS sponsors Challenger Baseball at Hampton Little League. In 2020 we were able to safely run a reduced in person summer season for our players – the only league in Canada to do so!



14. Each year BSS participates in a Spring Food Drive – the goal to donate supplies at a time when the food banks run low after the holiday season. This year was of even greater importance due to the pandemic causing an increased strain on local food banks. Increasing food costs, low stock of canned and non-perishable items, and job loss created an increase in food insecurity among community members. Congratulations to Carey house for donating the most items and winning our Food Drive Superstar Cup!

